

AMENDMENTS TO THE CLAIMS:

This listing of claims will replace all prior versions and listings of claims in the application:

1-47. (Canceled)

48. (Previously Presented) A method for managing a call, comprising:

- receiving, from a service control point, information pertaining to a call to a customer, the service control point being operable to determine how a call is connected;
- retrieving data corresponding to the customer using the information pertaining to the call;
- determining call management features enabled for the customer based on the information pertaining to the call;
- selecting a device associated with the customer to receive a notification of the call based on the retrieved data, the notification indicating the enabled call management features;
- providing the notification to the selected device;
- displaying the notification indicating the enabled call management features;
- receiving a response to the notification from the customer; and
- instructing the service control point to connect the call based on the response.

49. (Previously Presented) An apparatus for managing a call, comprising:

means for receiving, from a service control point, information pertaining to a call to a customer, the service control point being operable to determine how a call is connected;

means for retrieving data corresponding to the customer using the information pertaining to the call;

means for selecting a device associated with the customer to receive the notification based on the data corresponding to the customer;

means for sending a notification of the call to the device for display on the device, the notification indicating a called number;

means for determining if a response to the notification is received from the customer; and

means for instructing the service control point to connect the call to the selected device if a predetermined period of time expires before receiving the response to the displayed notification.

50. (Original) The apparatus of claim 49, wherein a switch intercepts the call upon encountering a trigger.

51. (Original) The apparatus of claim 50, wherein the service control point sends an announcement to the switch.

52. (Original) The apparatus of claim 51, wherein the announcement is played for a calling party while the service control point is waiting for a response.

53. (Original) The apparatus of claim 49, wherein the information pertaining to the call comprises at least one of call state data, a call intercept indicator, a voice mail indicator, time zone data, user ID, called number data, calling name data, calling number data, and calling party number presentation information.

54. (Previously Presented) The apparatus of claim 49, further comprising:
means for determining features that are enabled for the customer based on the information pertaining to the call.

55-56. (Canceled)

57. (Previously Presented) The apparatus of claim 54, wherein the retrieved data comprises an indication of an access point that the customer is using.

58. (Previously Presented) The apparatus of claim 54, wherein the retrieved data comprises at least one of an indication of an access point that the customer is using, a call block list, a list of forwarding devices, a list of forwarding numbers, voice mail preferences, and a list of recordings.

59. (Previously Presented) The apparatus of claim 54, the means for retrieving comprising:

means for determining a customer identification using called number data; and
means for finding an indication of an access point being used by the customer, utilizing the customer identification.

60. (Original) The apparatus of claim 49, wherein the notification comprises a plurality of customer-selectable call disposition options.

61. (Original) The apparatus of claim 60, wherein the notification comprises an indication of a calling number and a called number.

62. (Original) The apparatus of claim 60, wherein the notification is displayed on the device associated with the customer.

63. (Original) The apparatus of claim 60, wherein the call disposition options comprise at least one of sending a call to voice mail, forwarding a call to another device, performing a call screening operation, accepting a call, playing an announcement, placing a call on hold, scheduling a call back operation, performing an automatic call back operation, performing a call block operation, and initiating a conference call.

64. (Original) The apparatus of claim 54, wherein the notification comprises a plurality of customer-selectable call disposition options limited by the features determined to be enabled.

65. (Original) The apparatus of claim 49, the means for instructing comprising:
means for sending the service control point response information indicative of a response to the notification from the customer.

66. (Original) The apparatus of claim 65, wherein the response information includes at least one of call disposition information, forwarding number information, nature of forwarding number information, carrier access code, announcement type, and ring cadence.

67. (Original) The apparatus of claim 66, wherein the call disposition information comprises an indication of at least one of sending a call to voice mail, forwarding a call to another device, performing a call screening operation, accepting a call, playing an announcement, placing a call on hold, scheduling a call back operation, performing an automatic call back operation, performing a call block operation, and initiating a conference call.

68. (Original) The apparatus of claim 49, the means for instructing comprising:
means for instructing the service control point to forward the call to another device based on the response to the notification.

69. (Original) The apparatus of claim 68, wherein the call is forwarded to another device having a phone number entered by the customer.

70. (Original) The apparatus of claim 68, wherein the call is forwarded to another device having a phone number selected from a list by the customer.

71. (Previously Presented) An apparatus for managing a call, comprising:
means for receiving, from a service control point, information pertaining to a call to a customer, the service control point being operable to determine how a call is connected;

means for retrieving data corresponding to the customer using the information pertaining to the call;

means for sending a notification of the call to a device associated with the customer, wherein the device is determined based on the retrieved data;

means for displaying the notification with customer-selectable options for managing the call;

means for receiving a response to the notification from the customer; and

means for instructing the service control point to connect the call based on the response.

72-74. (Canceled)

75. (Previously Presented) An apparatus for managing a call, comprising:

means for receiving, from a service control point, information pertaining to a call to a customer, the service control point being operable to determine how a call is connected;

means for retrieving data corresponding to the customer using the information pertaining to the call;

means for determining call management features enabled for the customer based on the information pertaining to the call;

means for selecting a device associated with the customer to receive a notification of the call based on the retrieved data;

means for providing the notification to the selected device, the notification including a display of the enabled call management features;

means for receiving a response to the notification from the customer; and

means for instructing the service control point to connect the call based on the response.

76. (Previously Presented) An apparatus for managing a call, comprising:

a memory having a program that: receives, from a service control point, information pertaining to a call to a customer, the service control point being operable to determine how a call is connected; retrieves data corresponding to the customer using the information pertaining to the call; selects a device associated with the customer to receive the notification based on the data corresponding to the customer; sends a notification of the call to a device associated with the customer for display on the device;

determines if a response to the notification is received from the customer; and instructs the service control point to connect the call to the selected device if a predetermined period of time expires before receiving the response to the displayed notification; and a processor that runs the program.

77. (Previously Presented) An apparatus for managing a call, comprising:
a memory having a program that:
receives, from a service control point, information pertaining to a call to a customer, the service control point being operable to determine how a call is connected;
retrieves data corresponding to the customer using the information pertaining to the call;
sends a notification of the call to a device associated with the customer, wherein the device is determined based on the retrieved data and the notification includes a display of customer-selectable options for managing the call;
receives a response to the notification from the customer; and instructs the service control point to connect the call based on the response; and
a processor that runs the program.

78. (Previously Presented) An apparatus for managing a call, comprising:
a memory having a program that:
receives, from a service control point, information pertaining to a call to a customer, the service control point being operable to determine how a call is connected;

retrieves data corresponding to the customer using the information pertaining to the call; determines call management features enabled for the customer based on the information pertaining to the call;

selects a device associated with the customer to receive a notification of the call based on the retrieved data, the notification including a display of the enabled call management features;

provides the notification to the selected device;

receives a response to the notification from the customer; and instructs the service control point to connect the call based on the response; and

a processor that runs the program.

79. (Previously Presented) A computer-readable medium storing instructions which, when executed by a processor, will cause the processor to perform the method of:

receiving, from a service control point, information pertaining to a call to a customer, the service control point being operable to determine how a call is connected;

retrieving data corresponding to the customer using the information pertaining to the call;

selecting a device associated with the customer to receive the notification based on the data corresponding to the customer;

sending a notification of the call to the device for display on the device;

determining if a response to the notification is received from the customer; and

instructing the service control point to connect the call to the selected device if a predetermined period of time expires before receiving the response to the displayed notification.

80. (Original) The computer-readable medium of claim 79, wherein a switch intercepts the call.

81. (Original) The computer-readable medium of claim 80, wherein the switch intercepts the call upon encountering a trigger.

82. (Original) The computer-readable medium of claim 80, wherein the service control point sends an announcement to the switch.

83. (Original) The computer-readable medium of claim 82, wherein the announcement is played for a calling party as long as the service control point is waiting for a response.

84. (Original) The computer-readable medium of claim 79, wherein the information pertaining to the call comprises at least one of call state data, a call intercept indicator, a voice mail indicator, time zone data, user ID, called number data, calling name data, calling number data, and calling party number presentation information.

85. (Previously Presented) The computer-readable medium of claim 79, the method further comprising:

determining features that are enabled for the customer based on the information pertaining to the call.

86. (Previously Presented) The computer-readable medium of claim 79, the method further comprising:

providing the notification to the selected device for display on the selected device.

87. (Previously Presented) The computer-readable medium of claim 85, further comprising:

providing the notification to the selected device for display on the selected device.

88. (Original) The computer-readable medium of claim 87, wherein the retrieved data comprises an indication of an access point that the customer is using.

89. (Original) The computer-readable medium of claim 87, wherein the retrieved data comprises at least one of an indication of an access point that the customer is using, a call block list, a list of forwarding devices, a list of forwarding numbers, voice mail preferences, and a list of recordings.

90. (Original) The computer-readable medium of claim 87, the retrieving comprising:

determining a customer identification using called number data; and

finding an indication of an access point being used by the customer, utilizing the customer identification.

91. (Original) The computer-readable medium of claim 79, wherein the notification comprises a plurality of customer-selectable call disposition options.

92. (Original) The computer-readable medium of claim 91, wherein the notification comprises an indication of a calling number and a called number.

93. (Original) The computer-readable medium of claim 91, wherein the notification is displayed on the device associated with the customer.

94. (Original) The computer-readable medium of claim 91, wherein the call disposition options comprise at least one of sending a call to voice mail, forwarding a call to another device, performing a call screening operation, accepting a call, playing an announcement, placing a call on hold, scheduling a call back operation, performing an automatic call back operation, performing a call block operation, and initiating a conference call.

95. (Original) The computer-readable medium of claim 84, wherein the notification comprises a plurality of customer-selectable call disposition options limited by the features determined to be enabled.

96. (Original) The computer-readable medium of claim 79, the instructing comprising:

 sending the service control point response information indicative of a response to the notification from the customer.

97. (Original) The computer-readable medium of claim 96, wherein the response information includes at least one of call disposition information, forwarding number information, nature of forwarding number information, carrier access code, announcement type, and ring cadence.

98. (Original) The computer-readable medium of claim 97, wherein the call disposition information comprises an indication of at least one of sending a call to voice mail, forwarding a call to another device, performing a call screening operation, accepting a call, playing an announcement, placing a call on hold, scheduling a call back operation, performing an automatic call back operation, performing a call block operation, and initiating a conference call.

99. (Original) The computer-readable medium of claim 79, the instructing comprising:

instructing the service control point to forward the call to another device based on the response to the notification.

100. (Original) The computer-readable medium of claim 99, wherein the call is forwarded to another device having a phone number entered by the customer.

101. (Original) The computer-readable medium of claim 99, wherein the call is forwarded to another device having a phone number selected from a list by the customer.

102-104. (Canceled)

105. (Previously Presented) A computer-readable medium storing instructions which, when executed by a processor, will cause the processor to perform the method of:

receiving, from a service control point, information pertaining to a call to a customer, the service control point being operable to determine how a call is connected;

retrieving data corresponding to the customer using the information pertaining to the call;

determining features enabled for the customer based on the information pertaining to the call;

selecting a device associated with the customer to receive a notification of the call based on the retrieved data, the notification including a display of the enabled features;

providing the notification to the selected device;

receiving a response to the notification from the customer; and

instructing the service control point to connect the call based on the response.

106. (Previously Presented) A method for managing a call, comprising:

receiving notification of a call to a customer at a device associated with the customer, wherein the device is determined based on retrieved data corresponding to the customer, and the retrieved data was retrieved using information pertaining to the call;

displaying the notification with customer-selectable options for managing the call;

receiving input from the customer indicative of a response to the notification; and

sending, to a server, response information reflective of the response to the notification, wherein the server instructs a service control point to connect the call based on the response to the notification.

107. (Previously Presented) A device for use in managing a call in real-time based on input from a user, comprising:

a memory having a program that: receives notification of a call to the user at the device, wherein the device is one of a plurality of devices associated with the user, the device is determined based on retrieved data corresponding to the user, and the

retrieved data was retrieved using information pertaining to the call; displays the notification with customer-selectable options for managing the call; receives input from the customer indicative of a response to the notification; and sends response information to a server reflective of the response to the notification, wherein the server instructs a service control point to connect the call based on the response to the notification;

a user interface that displays the notification; and
a processor that runs the program.

108. (Previously Presented) A method for managing a call, comprising:
sending, to a service center, information pertaining to a call to a customer,
wherein the service center: retrieves data corresponding to the customer using the information pertaining to the call; sends a notification of the call to a device associated with the customer, wherein the device is determined based on the retrieved data, the device is one of a plurality of devices associated with the customer, and the notification includes a display of customer-selectable options for managing the call; and provides response information reflective of a response to the notification from the customer;
receiving the response information from the service center; and
connecting the call based on the response information.

109. (Previously Presented) An apparatus for managing a call, comprising:
means for sending, to a service center, information pertaining to a call to a customer, wherein the service center: retrieves data corresponding to the customer

using the information pertaining to the call; sends a notification of the call to a device associated with the customer, wherein the device is determined based on the retrieved data, the device is one of a plurality of devices associated with the customer, and the notification includes a display of customer-selectable options for managing the call; and provides response information reflective of a response to the notification from the customer;

means for receiving the response information from the service center; and
means for connecting the call based on the response information.

110. (Previously Presented) A system for managing a call, comprising:
a voice network including a service control point operable to determine how a call is connected;
a data network;
a plurality of devices associated with a user;
a service center operable to: receive information pertaining to a call to the user from the service control point; retrieve data corresponding to the user using the information pertaining to the call; send a notification of the call to a device associated with the user via the data network, wherein the device is determined based on the retrieved data and is one of the plurality of devices associated with the user; and instruct the service control point to connect the call based on a response to the notification from the user by providing the service control point with response information reflective of the response, wherein

the service control point receives the response information from the service center and connects the call based on the response information; and

at least one of the plurality of devices associated with the user displays the notification with customer-selectable options for managing the call.

111. (Previously Presented) An apparatus for managing a call, comprising:
a first server operable to receive, from a service control point, information pertaining to a call to a customer, the service control point being operable to determine how a call is connected; and

a second server operable to send a notification of the call to a device associated with the customer for display on the device, wherein the first server instructs the service control point to connect the call to the device if a predetermined period of time expires before receiving the response to the displayed notification;

wherein the device is selected to receive the notification based on data corresponding to the customer, the data being retrieved using information pertaining to the call.

112. (Previously Presented) An apparatus for managing a call, comprising:
a first server operable to receive, from a service control point, information pertaining to a call to a customer, the service control point being operable to determine how a call is connected; and

a second server operable to retrieve data corresponding to the customer using the information pertaining to the call and send a notification of the call to a device

associated with the customer, the notification including a display of customer-selectable options for managing the call, wherein the device is determined based on the retrieved data, wherein the first server receives a response to the notification from the customer and instructs the service control point to connect the call based on the response.

113. (Previously Presented) An apparatus for managing a call, comprising:
a first server operable to receive, from a service control point, information pertaining to a call to a customer, the service control point being operable to determine how a call is connected; and

a second server operable to retrieve data corresponding to the customer using the information pertaining to the call, determine call management features enabled for the customer based on the information pertaining to the call, select a device associated with the customer to receive a notification of the call based on the retrieved data, the notification including a display of the enabled call management features, and provide the notification to the selected device, wherein the first server receives a response to the notification from the customer and instructs the service control point to connect the call based on the response.